WE CLAIM:

1   1.   A method for providing backup electronic messaging services to wireless devices during

2   outages, comprising:

3   sending email messages from a primary email system to a user's wireless device;

4   when said primary email system is unavailable, redirecting said email messages

5   from said primary email system to a secondary email system and from said secondary

6   email system to said user's wireless device;

7   notifying said user that said email messages are available on said user's wireless

8   device through said secondary email system at such time as said redirection of said email

9   messages has been implemented;

10   at such time as said primary email service becomes available, redirecting said

11   email messages from said secondary email system to said primary email system and from

12   said primary email system to said user's wireless device;

13   notifying said user that said email messages are available on said user's wireless

14   device through said primary email system at such time as said redirection of said email

15   messages has been implemented; and

16   synchronizing said email messages received on said secondary email system

17   while said primary email system was unavailable with the messages in said primary email

18   system.

1   2.   The method of Claim 1, wherein said primary email system is located remotely from said

2   secondary email system and is interconnected to said secondary email system through the

3   Internet.

- 19 -

1 3. The method of Claim 1, wherein the determination of when said primary email system is

2 unavailable is performed manually by assessing whether an error message has been

3 received indicating an inability to deliver an email message to said primary email system.

1 4. The method of Claim 1, wherein said email messages to all addresses on said primary

2 email system are automatically redirected to said secondary email system at any time any

3 of said email addresses on said primary email system are unavailable.

1 5. The method of Claim 1, wherein said email messages to all email addresses on said

2 primary email system are redirected to said secondary email system after some, but less

3 than all, of said email messages are unavailable.

1 6. The method of Claim 1, wherein said step of notifying said user that said email messages

2 are available on said secondary email system further includes the automated delivery of a

3 preexisting notification email message to an alternate email address for said users.

1 7. The method of Claim 1, wherein assessing the time at which said primary email system is

2 available includes periodically pinging email addresses on said primary email system and

3 evaluating whether a response is received from said email addresses.

1 8. The method of Claim 1, wherein said notification of said user that said email messages

2 are again available on said primary email system consists of the automated delivery of a

3 preexisting notification email message to an alternate email address for said user.

1 9. The method of Claim 1, wherein the ability to redirect said email messages from said

2 primary email system to said secondary email system is password protected.

1 10. The method of Claim 1, wherein one or more of said wireless devices is selected from the

2 group consisting of personal digital assistant devices, cell phones and pagers.

1   11.   A method for intercepting and redirecting email messages to wireless devices during an

2   outage of the primary email system, comprising:

3   during an outage of the company's primary email system, intercepting email

4   messages prior to such time as said email messages pass through the company's firewall

5   and redirecting said email messages to a pre-specified alternate location.

1   12.   A method for intercepting and redirecting email messages to wireless devices during an

2   outage of the primary email system, comprising:

3   during an outage of the company's primary email system, intercepting email

4   messages intended for a primary email system after said email messages pass through

5   said company's firewall, but before said email messages enter said primary email system,

6   and redirecting said email messages to a pre-specified alternate location.

1   13.   The method of Claim 12, wherein said method of intercepting email messages after said

2   email messages pass through a company's firewall operates integrally with the

3   company's anti-virus or anti-spam application.

1   14.   A method for intercepting and redirecting email messages to wireless devices during an

2   outage of the primary email system, comprising:

3   during an outage of the company's primary email system, intercepting email

4   messages intended for a primary email system after said email messages enter said

5   primary email system, but before said email messages leave the Internet mail connector,

6   and redirecting said email messages to a pre-specified alternate location.

23

1   15.   A method for intercepting and redirecting email messages to wireless devices during an

2   outage of the primary email system, comprising:

3   during an outage of a company's primary email system, intercepting email

4   messages directed to non-functioning addresses within a primary email system on a real-

5   time basis and redirecting said email messages to an alternate location.

1   16.   A method for intercepting and redirecting email messages to wireless devices during an

2   outage of the primary email system, comprising:

3   during an outage of a company's primary email system, intercepting email

4   messages intended for a primary email system within an email application through the

5   use of an event sink designed to inspect email message traffic and redirect or copy said

6   email messages to an alternate location.

1   17.   A method for intercepting and redirecting email messages to wireless devices during an

2   outage of the primary email system, comprising:

3   during an outage of the company's primary email system, redirecting email

4   messages intended to be delivered to said primary email system to an SMTP host with a

5   lower priority designation.

1   18.   A method for intercepting and redirecting email messages to wireless devices during an

2   outage of the primary email system, comprising:

3   during an outage of the company's primary email system, changing the domain

4   name system designation of said primary email system so that inbound email messages

5   are directed to an alternate facility.

1   19.   A method for delivering backup messages to wireless devices, comprising:

2   maintaining a mapping of alternate email addresses of wireless devices;

3   upon an outage of the primary path for delivering email messages to said wireless

4   device, forwarding said email messages to said wireless device through said alternate

5   email address.

1   20.   A method for delivering backup messages to wireless devices, comprising:

2   maintaining a mapping of alternate email addresses of wireless devices, wherein

3   said wireless devices have multiple modes of receiving data;

4   upon an outage of the primary path for delivering email messages to said wireless

5   device, forwarding said email message to said wireless device through an alternate mode.

1   21.   A method for delivering backup messages to wireless devices, comprising:

2   pulling messages from a mailbox within a secondary email system to a wireless

3   device.

1   22.   The method of Claim 21 wherein said mailbox is a pop3 mailbox.

1   23.   The method of Claim 21 wherein said mailbox is an imap4 mailbox.

1   24.   A method for acquiring information necessary for providing backup email messages to

2   wireless devices, comprising:

3   acquiring information from a primary email system and a primary wireless

4   gateway, wherein said information is selected from the group consisting of wireless

5   device users, email addresses, device identification information, encryption keys, user

6   preferences and user's wireless platform; and

7   at such time as said primary email system is unavailable, providing said

8   information to the device receiving the inbound SMTP stream during said unavailability

9   so that email messages can be redirected to the proper email addresses.

1   25.   A system for providing backup electronic messaging services to wireless devices during

2   outages, comprising:

3   a wireless device;

4   a primary email system, wherein said primary email system is configured for the

5   delivery of email messages to said wireless device;

6   a secondary email system, wherein, said secondary email system is configured for

7   the delivery of email messages to said wireless device at such time as said primary email

8   system is unavailable and,

9   at such time as said primary email system becomes unavailable, the user

10   of said wireless device is notified that said primary email system is unavailable;

11   at such time as said primary email service again becomes available,

12   redirecting said email messages from said secondary email system back to said

13   primary email system for delivery to said wireless device, notifying said user that

14   said email messages are available on said user's wireless device through said

15   primary email system, and synchronizing said email messages received on said

16   secondary email system while said primary email system was unavailable with the

17   messages in said primary email system.

1   26.   The system of Claim 25, wherein said primary email system is located remotely from

2   said secondary email system and is interconnected to said secondary email system

3   through the Internet.

1   27.   The system of Claim 25, wherein said step of detecting when said primary email system

2   is unavailable is performed manually by assessing whether an error message has been

3   received indicating an inability to deliver said email messages to said primary email

4   system.

1   28.   The system of Claim 25, wherein said email messages to all addresses on said primary

2   email system are automatically redirected to said secondary email system at any time any

3   of said email addresses on said primary email system are unavailable.

1   29.   The system of Claim 25, wherein said email messages to all email addresses on said

2   primary email system are redirected to said secondary email system after some, but less

3   than all, of said email messages are unavailable.

1   30.   The system of Claim 25, wherein said notification of said user that said email messages

2   are available on said secondary email system further includes the automated delivery of a

3   preexisting notification email message to an alternate email address for said users.

1   31.   The system of Claim 25, wherein assessing the time at which said primary email system

2   is available includes periodically pinging an email addresses on said primary email

3   system and evaluating whether a response is received from said email addresses.

1   32.   The system of Claim 25, wherein said step of notifying said user that said email messages

2   are again available on said primary email system consists of the automated delivery of a

3   preexisting notification email message to an alternate email address for said user.

1   33.   The system of Claim 25, wherein the ability to redirect said email messages from said

2   primary email system to said secondary email system is password protected

1   34.   The system of Claim 25, wherein one or more of said wireless devices is selected from

2   the group consisting of personal digital assistant devices, cell phones and pagers.

1 35. A system for intercepting and redirecting email messages to wireless devices during an

2   outage of the primary email system, comprising:

3   a primary email system, wherein during an outage of said primary email system,

4 email messages intended for a primary email system are intercepted prior to such time as

5 said email messages pass through a company's firewall and said email messages are

6 redirected to a pre-specified alternate location.

1   36.   A system for intercepting and redirecting email messages to wireless devices during an

2   outage of the primary email system, comprising:

3   a primary email system, wherein during an outage of said primary email system,

4   email messages intended for said primary email system are intercepted after said email

5   messages pass through a company's firewall, but before said email messages enter said

6   primary email system, and said email messages are redirected to a pre-specified alternate

7   location.

1   37.   The system of Claim 36, wherein said method of intercepting email messages after said

2   email messages pass through a company's firewall operates integrally with the

3   company's anti-virus or anti-spam application.

1   38.   A system for intercepting and redirecting email messages to wireless devices during an

2   outage of the primary email system, comprising:

3   a primary email system, wherein during an outage of said primary email system,

4   email messages intended for said primary email system are intercepted after said email

5   messages enter said primary email system, but before said email messages leave the

6   Internet mail connector, and said email messages are redirected to a pre-specified

7   alternate location.

1 39.   A system for intercepting and redirecting email messages to wireless devices during an

2   outage of the primary email system, comprising:

3   a primary email system, wherein during an outage of said primary email system,

4   email messages directed to non-functioning addresses in said primary email system are

5   intercepted on a real-time basis and redirected to an alternate location.

1 40. A system for intercepting and redirecting email messages to wireless devices during an

2   outage of the primary email system, comprising:

3   a primary email system, wherein during an outage of said primary email system,

4   email messages within an email application are intercepted through the use of an event

5   sink designed to inspect email message traffic and said email messages are redirected or

6   copied to an alternate location.

1   41.   A system for intercepting and redirecting email messages to wireless devices during an

2   outage of the primary email system, comprising:

3   a primary email system, wherein during an outage of said primary email system,

4   email messages intended to be delivered to said primary email system are redirected to an

5   SMTP host with a lower priority designation.

1   42.   A system for intercepting and redirecting email messages to wireless devices during an

2   outage of the primary email system, comprising:

3   a primary email system, wherein during an outage of said primary email system,

4   the domain name system designation of said primary email system is changed so that

5   inbound email messages are directed to an alternate facility.

1   43.   A system for delivering backup messages to wireless devices, comprising:

2   a primary email system, wherein a mapping of alternate email addresses of

3   wireless devices is maintained and, upon an outage of the primary path for delivering

4   email messages to one of said wireless devices, said email messages are forwarded to

5   said wireless devices through said alternate email address.

1   44.   A system for delivering backup messages to wireless devices, comprising:

2   a primary email system, wherein a mapping of alternate email addresses of

3   wireless devices is maintained, wherein said wireless devices have multiple modes of

4   receiving data and, upon an outage of the primary path for delivering email messages to

5   said wireless devices, said email messages are forwarded to said wireless devices through

6   an alternate mode.

43

1   45.   A system for delivering backup messages to wireless devices, comprising:

2   a wireless device, wherein said wireless device pulls email messages from a

3   mailbox within a secondary email system.

1   46.   The system of Claim 45 wherein said mailbox is a pop3 mailbox.

1   47.   The system of Claim 45 wherein said mailbox is an imap4 mailbox.

1 48. A system for acquiring information necessary for providing backup email messages to

2   wireless devices, comprising:

3   a primary email system and a primary wireless gateway, wherein information is

4   acquired from said primary email system and said primary wireless gateway and said

5   information is selected from the group consisting of wireless device users, email

6   addresses, device identification information, encryption keys, user preferences and user's

7   wireless platform; and

8   a wireless device, wherein at such time as said primary email system is

9   unavailable, said information is provided to the device receiving the inbound SMTP

10   stream during said unavailability so that email messages can be redirected to the proper

11   email addresses.